



## CASUAL CARPOOL SURVEY SUMMARY 2010 - FINAL

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CASUAL CARPOOL SURVEY RESULTS / JULY 2010

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## **CASUAL CARPOOL SURVEY SUMMARY 2010 - FINAL**

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### Table of Contents

<b>Introduction</b>	<b>3</b>
<b>Survey Results</b>	<b>4</b>
<b>Appendix 1 – Casual Carpool Survey 2010</b>	<b>19</b>
<b>Appendix 2 – Map of Casual Carpool Survey Sites</b>	<b>25</b>
<b>Appendix 3 – Counts in 15-minute Increments</b>	<b>26</b>
<b>Appendix 4 – Write-In Responses – “Other” and General Comments</b>	<b>29</b>

## **CASUAL CARPOOL SURVEY SUMMARY 2010**

### **Casual Carpool Survey Results**

#### **July 2010**

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## **Introduction**

### **Purpose**

The purpose of this survey is to estimate the volume of Casual Carpool formation and identify a baseline for the casual carpooling behavior of drivers and passengers. A toll fee of \$2.50 for carpools will become effective July 1, 2010. Carpooler responses and counts will be compared before and after the toll increase. Feedback was also collected on user interest in a dynamic casual carpooling service. The volume of Casual Carpool was last estimated in 1998.

### **Methodology**

The survey and counts were administered by 511 Rideshare staff. The paper and on-line survey forms are included as Appendix 1. Surveyors were trained on delivery of the survey to passengers and drivers, how to answer frequently asked questions, and safety. The survey was conducted over the course of two weeks, April 27-May 5, 2010. The counts were collected at 13 casual carpool locations in the East Bay and 1 location in San Francisco, selected because they were also counted in 1998, the last time Casual Carpool was inventoried. The Fairfield location was added this year. In total, there are 25 casual carpool locations in the East Bay and San Francisco. East Bay sites were surveyed and counts of casual carpool cars were taken between 6:00am and 9:00am. The Beale Street (San Francisco) casual carpool afternoon location was surveyed during between 4:00pm and 6:00pm. A map of the survey sites is included as Appendix 2.

Cars that picked up passengers at the survey site locations were counted as one carpool. Counts were taken in consecutive 15-minute intervals. If a site had multiple carpool destinations, such as N. Berkeley and Beale Street, the counts of cars going to those destinations were counted separately. The complete counts are in Appendix 3.

Surveys were distributed to passengers and drivers with a brief explanation of the study's purpose; a link to take the survey on-line was also provided. The overall response rate was 39 percent (6,000 surveys distributed and 2,332 returned by mail or completed on-line). The survey included questions on: frequency of casual carpool use; length of time casual carpooling; reasons for casual carpooling; distance and mode used to reach pick-up locations; mode used for evening return trip; how participants would travel if casual carpooling were not an option; how casual carpooling behavior may change with the toll increase; and interest in dynamic casual carpooling. The paper survey responses show that respondents often checked multiple responses for a question rather than just one response. In instances when tables display a "Percent of Cases" column, this number represents the number of respondents who selected each response. The number of responses may be more than 100 percent. "Write-in" responses for questions with this option and for general comments from the on-line surveys are included as Appendix 4.

All respondents to the study were classified as drivers, passengers or combination participants (i.e., sometimes they drive and sometimes they are passengers). About two-thirds of respondents were normally passengers.

## Survey Results

### Casual Carpool survey sites

Site #	Site	City	Location
1	College/Claremont	Oakland (Rockridge)	Claremont Ave & College Ave In front of Safeway on the north side of Claremont. Oakland, CA 94618
2	Fruitvale/Montana	Oakland	Fruitvale & Montana On North side of Montana adjacent to CVS drugstore. Across from free commuter parking lot (under 580)
3	Lakeshore/Grand	Oakland	Grand Ave & Oakland Ave Under I-580 in parking lot, on the left as you enter. Oakland, CA 94611
4	Claremont/Hudson	Oakland	Claremont Ave & Hudson St Under Hwy 24 on Hudson, just before Claremont. Oakland, CA 94609
5	Park/Hollywood	Oakland	Park Blvd & Hollywood Ave Adjacent to TransBay bus stops on Park between Trestle Glen and Hollywood. Oakland, CA 94602
6	Orinda BART	Orinda	Orinda BART In the alley on the north side of Theater Square.
7	Lafayette BART	Lafayette	Lafayette BART North of the station, just outside and to the right of the parking lot.
8	N. Berkeley BART	Berkeley	N. Berkeley BART On Sacramento St
9	Del Norte BART	El Cerrito	Del Norte BART On Eastshore, just south of Orchard Supply Hardware. Do not park in the Orchard parking lot. You will be ticketed/towed.
10	Pierce Street	Albany/El Cerrito	Central Ave & Pierce St Across the street from the Pacific Far East shopping mall.
11	Hercules P&R	Hercules	Hercules Transit Center In the lot, near 80 on San Pablo Ave, just north of Sycamore. Caution: the lot has been filling up. Please do not park illegally; cars will be towed.
12	Vallejo P&R	Vallejo	Curtola Pkwy & Lemon St In the lot, just west of 80 at Curtola Parkway and Lemon. Vallejo, CA 94590
13	Beale St San Francisco	San Francisco	Along Beale St are signs indicating East Bay destinations for evening casual carpools
14	Fairfield	Fairfield	Corner of Cadenasso Dr. and Magellan (south of I-80 W. Texas St. exit).

### Number of carpools formed by location

	1 Fruitvale/Montana	2 Claremont/Hudson	3 Pierce Street	4 Vallejo P&R	5 Lafayette BART	6 College/Claremont	7 Lakeshore/Grand	8 N. Berkeley BART	9 Park/Hollywood	10 Orinda BART	11 El Cerrito Del Norte BART	12 Hercules P&R	14 Fairfield	Total
<b>AM</b>														
6:00-6:15	4	0	1	32	2	0	4	1	0	3	15	16	10	78
6:15-6:30	3	1	1	25	2	0	3	2	1	5	18	15	10	76
6:30-6:45	3	3	1	37	6	0	6	3	4	5	26	9	14	103
6:45-7:00	7	8	6	31	5	3	10	14	3	5	16	15	11	123
7:00-7:15	10	8	13	30	10	5	15	11	4	9	16	21	6	152
7:15-7:30	16	9	10	31	15	9	22	24	10	11	35	14	3	206
7:30-7:45	17	10	7	20	8	15	27	27	10	8	16	12	5	177
7:45-8:00	15	16	14	19	12	8	25	28	11	15	25	8	4	196
8:00-8:15	24	33	11	13	8	15	33	35	12	14	18	11	7	227
8:15-8:30	20	25	11	10	10	13	40	42	11	12	20	8	1	222
8:30-8:45	13	20	8	7	2	10	24	33	9	9	10	3	NA	148
8:45-9:00	10	19	2	8	2	15	19	24	9	5	9	9	NA	131
Total 2010	142	152	85	263	82	93	228	244	84	101	224	141	71	1839
<b>PM</b>														
4:00-4:15	47													
4:15-4:30	57													
4:30-4:45	33													
4:45-5:00	45													
5:00-5:15	55													
5:15-5:30	44													
5:30-5:45	45													
5:45-5:00	41													
Total 2010	367													

### Method of taking the casual carpool survey

	Frequency	Percent
1 Mail	2232	95.7
2 Online	100	4.3
Total	2332	100.0

### Q1: How often do you commute by casual carpool?

	Frequency	Percent
1 occasionally	73	3.1
2 once a week	40	1.7
3 2-3 days a week	292	12.5
4 4-5 days a week	1924	82.6
Total	2329	100.0

**Q2: Are you normally a driver or passenger?**

	Frequency	Percent
1 normally I drive	623	26.9
2 normally I'm a passenger	1488	64.2
3 a little of both	207	8.9
Total	2318	100.0

**Q3: How long have you been casual carpooling?**

	Frequency	Percent
1 less than 1 year	277	11.9
2 1 - 2 years	411	17.7
3 3 - 5 years	594	25.6
4 6 - 9 years	402	17.3
5 10 years +	639	27.5
Total	2323	100.0

**Q4: How did you normally commute to work/school before you started casual carpooling?**

		Responses		Percent of Cases (2311)
		N	Percent	
(a)	drove alone	513	19.0%	22.2%
	drove with one other person	92	3.4%	4.0%
	BART	963	35.6%	41.7%
	AC Transit	317	11.7%	13.7%
	Ferry	73	2.7%	3.2%
	formal carpool [3+ people]	93	3.4%	4.0%
	always casual carpooled	195	7.2%	8.4%
	lived someplace else	335	12.4%	14.5%
	other	124	4.6%	5.4%
Total		2705	100.0%	117.0%

**Q5: What is the main reason you casual carpool?**

	Responses		Percent of Cases (2314)
	N	Percent	
(a) save time	930	25.7%	40.2%
more flexible than other options	362	10.0%	15.6%
reduce traffic congestion	323	8.9%	14.0%
save money	1223	33.8%	52.9%
more pleasant than other options	269	7.4%	11.6%
transit too crowded - unreliable - infrequent	216	6.0%	9.3%
other	76	2.1%	3.3%
improve air quality	216	6.0%	9.3%
Total	3615	100.0%	156.2%

**Q6: How do you normally get home?**

	Responses		Percent of Cases (2325)
	N	Percent	
(a) drive alone	506	20.1%	21.8%
drive with one other person	116	4.6%	5.0%
BART	830	32.9%	35.7%
AC Transit	558	22.1%	24.0%
Ferry	16	.6%	.7%
formal carpool [3+ people]	67	2.7%	2.9%
casual carpool	367	14.5%	15.8%
other	63	2.5%	2.7%
Total	2523	100.0%	108.5%

**Q7: Have you casual carpooled home from Beale Street loading zone in San Francisco?**

	Responses		Percent of Cases (2321)
	N	Percent	
(a) yes	601	25.1%	25.9%
no	1321	55.1%	56.9%
tried but couldn't get a ride	169	7.0%	7.3%
tried but couldn't get passengers	67	2.8%	2.9%
not aware that there was a way to casual carpool home	188	7.8%	8.1%
other	52	2.2%	2.2%
Total	2398	100.0%	103.3%

**Q8: How far is it from your home to the casual carpool pick-up location?**

	Frequency	Percent
1 1-3 blocks	310	13.4
2 4-10 blocks	582	25.1
3 1-5 miles	1056	45.6
4 more than 5 miles	370	16.0
Total	2318	100.0

**Q9: How did you get to your casual carpool pick-up spot?**

	Responses		Percent of Cases (1833)
	N	Percent	
(a) drive alone and park	776	40.0%	42.3%
walk	671	34.6%	36.6%
dropped off	251	12.9%	13.7%
bicycle	65	3.3%	3.5%
BART	35	1.8%	1.9%
carpool and park	49	2.5%	2.7%
bus	54	2.8%	2.9%
other	41	2.1%	2.2%
Total	1942	100.0%	105.9%

**Q10: If you normally drive, would you do so even if you could not pick up passengers?**

	Frequency	Percent
1 yes, everyday	372	22.6
2 yes, occasionally	263	16.0
3 yes, rarely	234	14.2
4 don't know	203	12.3
5 no, never would drive	573	34.8
Total	1645	100.0



**Q11: If you are a passenger, how would you get to work/school if you couldn't casual carpool?**

		Responses		Percent of Cases (1848)
		N	Percent	
(a)	drive alone	234	11.0%	12.7%
	formal carpool	75	3.5%	4.1%
	AC Transit	529	24.8%	28.6%
	BART	1128	52.9%	61.0%
	Ferry	56	2.6%	3.0%
	other	109	5.1%	5.9%
Total		2131	100.0%	115.3%

**Q12, Drivers: When the \$2.50 Carpool Toll goes into effect (July1, 2010), I will...?**  
(choose up to 2 answers)

		Responses		Percent of Cases (1030)
		N	Percent	
(a)	Continue taking casual carpoolers	780	69.5%	75.7%
	Continue driving but by myself [no passengers]	100	8.9%	9.7%
	Start a formal carpool	34	3.0%	3.3%
	Take transit	73	6.5%	7.1%
	Become a casual carpool passenger	61	5.4%	5.9%
	Other	75	6.7%	7.3%
Total		1123	100.0%	109.0%

**Q12, Passengers: When the \$2.50 Carpool Toll goes into effect (July1, 2010), I will...?**  
(choose up to 2 answers)

		Responses		Percent of Cases (1613)
		N	Percent	
(a)	Continue taking casual carpool	1344	77.6%	83.3%
	Start a formal carpool	27	1.6%	1.7%
	Take transit	169	9.8%	10.5%
	Start driving myself	68	3.9%	4.2%
	other	124	7.2%	7.7%
Total		1732	100.0%	107.4%

**Q13, Drivers: How will you share the new toll? (choose up to 2 answers)**

		Responses		Percent of Cases (917)
		N	Percent	
(a)	require payment - tell people my price before they get in the car	232	24.4%	25.3%
	take whatever passengers give me	416	43.8%	45.4%
	won't take payment from others	208	21.9%	22.7%
	other	94	9.9%	10.3%
Total		950	100.0%	103.6%

**Q13, Passengers: How will you share the new toll? (choose up to 2 answers)**

		Responses		Percent of Cases (1670)
		N	Percent	
(a)	won't pay - won't ride with a driver that requires payment	380	20.8%	22.8%
	pay whatever the driver asks	423	23.1%	25.3%
	pay whatever the other passenger pays	331	18.1%	19.8%
	tell the driver what I am willing to pay before I get in the car	324	17.7%	19.4%
	other	372	20.3%	22.3%
Total		1830	100.0%	109.6%

**Q14: How likely would you be to try a service like this?**

	Frequency	Percent
1 Definitely	308	13.5
2 Very Likely	275	12.1
3 Likely	277	12.1
4 Maybe	589	25.8
5 Not Likely	610	26.7
6 Definitely Not	223	9.8
Total	2282	100.0

**Q14A: If definitely, very likely, likely, or maybe, why? (check all that apply)**

		Responses		Percent of Cases (1269)
		N	Percent	
(a)	As a rider, it would be more convenient because I could be picked up at my house	508	26.7%	40.0%
	Unlike casual carpooling, I would know before I left my house in the morning who I would be riding with	381	20.0%	30.0%
	It would be more flexible because I could use the service at any time of the day – not just in the commute hours	456	23.9%	35.9%
	It would allow more flexibility in my schedule	400	21.0%	31.5%
	Other	160	8.4%	12.6%
Total		1905	100.0%	150.1%

**Q14B: If not likely or definitely not, why not? (check all that apply)**

		Responses		Percent of Cases (1088)
		N	Percent	
(a)	I would prefer to meet the driver - passenger in person before deciding to ride with him or her	194	12.8%	17.8%
	Seems too complicated	604	39.8%	55.5%
	I would not want to look for drivers - passengers in the morning while getting ready for work	405	26.7%	37.2%
	I would want to be sure I could get a ride home	128	8.4%	11.8%
	Other	187	12.3%	17.2%
Total		1518	100.0%	139.5%

**Q15, Home: What is your home zip code?**

	Frequency	Percent
94014	1	.0
94065	1	.0
94110	1	.0
94118	1	.0
94127	1	.0
94168	1	.0
94501	5	.2
94502	2	.1
94503	31	1.3
94505	1	.0
94506	6	.3
94507	6	.3
94509	4	.2
94510	24	1.0
94513	1	.0
94516	1	.0
94518	3	.1
94519	3	.1
94520	7	.3
94521	8	.3
94523	16	.7
94525	3	.1
94526	12	.5
94528	1	.0
94529	1	.0
94530	79	3.4
94531	1	.0
94533	30	1.3
94534	25	1.1
94541	3	.1
94543	1	.0
94546	6	.3
94547	102	4.4
94549	72	3.1
94552	1	.0
94553	11	.5
94556	41	1.8
94558	3	.1
94561	3	.1
94563	86	3.7
94564	23	1.0
94565	4	.2
94566	1	.0

94568	2	.1
94571	1	.0
94572	13	.6
94574	1	.0
94577	5	.2
94578	3	.1
94579	3	.1
94580	1	.0
94582	7	.3
94583	3	.1
94585	25	1.1
94587	1	.0
94589	36	1.6
94590	38	1.6
94591	127	5.5
94592	2	.1
94595	11	.5
94596	13	.6
94597	15	.6
94598	7	.3
94599	1	.0
94600	1	.0
94601	17	.7
94602	168	7.3
94603	2	.1
94605	39	1.7
94606	58	2.5
94607	1	.0
94608	13	.6
94609	52	2.3
94610	200	8.7
94611	100	4.3
94612	3	.1
94616	1	.0
94618	128	5.5
94619	36	1.6
94621	1	.0
94623	1	.0
94663	1	.0
94702	54	2.3
94703	43	1.9
94704	17	.7
94705	66	2.9
94706	67	2.9
94707	38	1.6
94708	42	1.8
94709	25	1.1

94710	13	.6
94801	9	.4
94803	26	1.1
94804	47	2.0
94805	14	.6
94806	43	1.9
94818	1	.0
94909	1	.0
95376	1	.0
95391	1	.0
95618	1	.0
95620	1	.0
95687	12	.5
95688	5	.2
95691	3	.1
95757	1	.0
95823	1	.0
95831	1	.0
95834	2	.1
95835	1	.0
96725	1	.0
98177	1	.0
Total	2308	100.0

**Q15, Work: What is your work zip code?**

	Frequency	Percent
91401	1	.0
91914	1	.0
94001	1	.0
94005	6	.3
94010	9	.4
94014	7	.3
94015	6	.3
94017	1	.0
94028	1	.0
94030	1	.0
94040	1	.0
94044	2	.1
94063	1	.0
94065	1	.0
94066	3	.1
94070	1	.0
94080	26	1.2
94083	2	.1
94101	6	.3

94102	122	5.4
94103	164	7.3
94104	215	9.6
94105	630	28.1
94106	2	.1
94107	145	6.5
94108	67	3.0
94109	33	1.5
94110	52	2.3
94111	326	14.6
94112	13	.6
94113	4	.2
94114	6	.3
94115	50	2.2
94116	5	.2
94117	28	1.3
94118	26	1.2
94119	4	.2
94120	7	.3
94121	9	.4
94122	9	.4
94123	18	.8
94124	29	1.3
94125	1	.0
94127	3	.1
94128	5	.2
94129	13	.6
94130	1	.0
94131	4	.2
94132	21	.9
94133	41	1.8
94134	4	.2
94141	1	.0
94143	30	1.3
94147	1	.0
94158	16	.7
94165	2	.1
94177	5	.2
94306	1	.0
94312	1	.0
94314	1	.0
94402	2	.1
94403	1	.0
94404	4	.2
94414	1	.0
94497	1	.0
94501	3	.1

94510	2	.1
94511	1	.0
94524	1	.0
94549	1	.0
94570	1	.0
94591	1	.0
94596	1	.0
94607	3	.1
94610	1	.0
94611	7	.3
94612	1	.0
94617	1	.0
94703	1	.0
94704	2	.1
94706	1	.0
94709	1	.0
94710	1	.0
94805	1	.0
94806	1	.0
94905	1	.0
94955	1	.0
95104	1	.0
95401	1	.0
97103	1	.0
98103	1	.0
Total	2239	100.0



**Casual Carpool location for surveys returned by mail**

	Frequency	Percent
1 Fruitvale/Montana - Oakland	135	6.0
2 Claremont/Hudson - Oakland	219	9.8
3 Pierce Street - Albany/El Cerrito	85	3.8
4 Vallejo P&R - Vallejo	174	7.8
5 Lafayette BART - Lafayette	141	6.3
6 College/Claremont - Oakland [Rockridge]	135	6.0
7 Lakeshore/Grand - Oakland	295	13.2
8 N. Berkeley BART - Berkeley	247	11.1
9 Park/Hollywood - Oakland	140	6.3
10 Orinda BART - Orinda	142	6.4
11 El Cerrito Del Norte BART - El Cerrito	145	6.5
12 Hercules P&R - Hercules	111	5.0
13 Beale St San Francisco - San Francisco	117	5.2
14 Fairfield - Fairfield	75	3.4
99 Unknown	71	3.2
Total	2232	100.0

Note: A portion of surveys were distributed without site numbers, and their location is labeled as "99 Unknown."

**Casual Carpool location for surveys completed online**

	Frequency	Percent
1 Alameda - Encinal and Park Ave.	1	1.0
2 Alameda - Webster and Santa Clara	3	3.0
3 Albany - Pierce St. south of Central Ave.	4	4.0
4 Berkeley - North Berkeley BART	17	17.0
5 El Cerrito - Del Norte BART	2	2.0
6 Emeryville - Christie south of 63rd	1	1.0
8 Fairfield - Transportation Center	3	3.0
9 Hercules - Transit Center	5	5.0
10 Lafayette BART	5	5.0
12 Oakland - Lakeshore & Grand	12	12.0
13 Oakland - Grand & Perkins	2	2.0
14 Oakland - Claremont & College	3	3.0
15 Oakland - Park & Hollywood	5	5.0
16 Oakland - Park & Hampel	4	4.0
17 Oakland - Fruitvale & Montana	12	12.0
18 Oakland - Hudson & Claremont	5	5.0
19 Oakland - Oakland & Monte Vista	3	3.0
21 Orinda BART	6	6.0
23 Richmond - Richmond Parkway Park and Ride Lot	1	1.0
24 Vallejo - Park and Ride	5	5.0
25 San Francisco - Beale St	1	1.0
Total	100	100.0

## Appendix 1 – Casual Carpool Survey 2010

### Paper Casual Carpool Survey 2010

Survey ID #:

This survey is being conducted by 511 Rideshare. We are part of the 511 family of transportation information services, and we facilitate ridesharing in the Bay Area. The results of this survey will be used to further our efforts to relieve traffic congestion and improve air quality. Please complete the questions below and use the pre-paid mailer to return the survey. You may also complete the survey at <http://rideshare.511.org/survey/CasualCarpool/>. Thank you!

1. How often do you commute by casual carpool?  
☐ occasionally    ☐ once a week    ☐ 2-3 days a week    ☐ 4-5 days a week
2. Are you normally a driver or passenger?  
☐ normally I drive    ☐ normally I'm a passenger    ☐ a little of both
3. How long have you been casual carpooling?  
☐ less than 1 year    ☐ 1 - 2 years    ☐ 3 - 5 years    ☐ 6 - 9 years    ☐ 10 years +
4. How did you normally commute to work/school before you started casual carpooling?  
☐ drove alone    ☐ drove with one other person    ☐ BART    ☐ AC Transit    ☐ Ferry    ☐ formal carpool (3+ people)  
☐ always casual carpoled    ☐ lived someplace else    ☐ other: \_\_\_\_\_
5. What is the main reason you casual carpool?  
☐ save time    ☐ more flexible than other options    ☐ reduce traffic congestion    ☐ save money    ☐ improve air quality  
☐ more pleasant than other options    ☐ transit too crowded/unreliable/infrequent    ☐ other: \_\_\_\_\_
6. How do you normally get home?  
☐ drive alone    ☐ drive with one other person    ☐ BART    ☐ AC Transit    ☐ Ferry    ☐ formal carpool (3+ people)  
☐ casual carpool    ☐ other: \_\_\_\_\_
7. Have you casual carpoled home from the Beale Street loading zone in San Francisco?  
☐ yes    ☐ no    ☐ tried but couldn't get a ride    ☐ tried but couldn't get passengers  
☐ not aware that there was a way to casual carpool home    ☐ other: \_\_\_\_\_
8. How far is it from your home to the location where you meet your casual carpool?  
☐ 1-3 blocks    ☐ 4-10 blocks    ☐ 1-5 miles    ☐ more than 5 miles
9. How do you get to your casual carpool pick-up spot? [passengers only]  
☐ drive alone and park    ☐ walk    ☐ dropped off    ☐ bicycle    ☐ BART    ☐ carpool and park    ☐ bus    ☐ other: \_\_\_\_\_
10. If you normally drive, would you do so even if you could not pick up passengers?  
☐ yes, everyday    ☐ yes, occasionally    ☐ yes, rarely    ☐ don't know    ☐ no, never would drive
11. If you are a passenger, how would you get to work/school if you couldn't casual carpool?  
☐ drive alone    ☐ formal carpool    ☐ AC Transit    ☐ BART    ☐ Ferry    ☐ other: \_\_\_\_\_
12. When the \$2.50 Carpool Toll goes into effect (July 1, 2010), I will...?  
 Drivers: ☐ Continue taking casual carpoolers    ☐ Continue driving but by myself (no passengers)    ☐ Start a formal carpool  
☐ Take transit    ☐ Become a casual carpool passenger    ☐ Other: \_\_\_\_\_  
 Passengers: ☐ Continue taking casual carpool    ☐ Start a formal carpool    ☐ Take transit    ☐ Start driving myself  
☐ Other: \_\_\_\_\_
13. How will you share the new toll?  
 Drivers: ☐ require payment/tell people my price before they get in the car    ☐ take whatever passengers give me    ☐ won't take payment from others    ☐ Other: \_\_\_\_\_  
 Passengers: ☐ won't pay/won't ride with a driver that requires payment    ☐ pay whatever the driver asks    ☐ pay whatever the other passenger pays    ☐ tell the driver what I am willing to pay before I get in the car    ☐ Other: \_\_\_\_\_
14. 511 Rideshare is considering developing a service (similar to casual carpooling) that would match you with others for the purposes of carpooling with very little advanced arrangements. You could receive real-time notices about your matches via email/text message on your pda/iphone/blackberry/computer, allowing you to pick up or be picked up at home or another location near home. This service could be used for more than just commute or work-related trips. How likely would you be to try a service like this?  
☐ Definitely    ☐ Very Likely    ☐ Likely    ☐ Maybe    ☐ Not Likely    ☐ Definitely Not
- 14A. If definitely, very likely, likely or maybe, why? (Check all that apply)  
☐ As a rider, it would be more convenient because I could be picked up at my house  
☐ Unlike casual carpooling, I would know before I left my house in the morning who I would be riding with  
☐ It would be more flexible because I could use the service at any time of the day – not just in the commute hours  
☐ It would allow more flexibility in my schedule    ☐ Other: \_\_\_\_\_
- 14B. If not likely or definitely not, why not?  
☐ I would prefer to meet the driver/passenger in person before deciding to ride with him/her  
☐ Seems too complicated  
☐ I would not want to look for drivers/passengers in the morning while getting ready for work  
☐ I would want to be sure I could get a ride home    ☐ Other: \_\_\_\_\_
15. What is your home zip code? \_\_\_\_\_ work zip code? \_\_\_\_\_

Thank you for completing the questionnaire.

Suggestions for improving commute options can be made on back or e-mailed to: [survey@rideshare.511.org](mailto:survey@rideshare.511.org)

Please add any comments or suggestions on reverse side.

PLEASE FOLD AND SEAL WHEN COMPLETED    Site ID #:

Comments / Suggestions:

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## On-line Casual Carpool Survey 2010



METROPOLITAN  
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## Casual Carpooling Survey

This survey is being conducted by 511 Rideshare. We are an organization that promotes ridesharing in the Bay Area. The results of this survey will be used to further our efforts to relieve traffic congestion and improve air quality. Please complete the questions below. Thank you.

---

**1. How often do you commute by casual carpool?**

- ☐ Occasionally
- ☐ Once a week
- ☐ 2-3 days a week
- ☐ 4-5 days a week

**2. Are you normally a driver or passenger?**

- ☐ Normally I drive
- ☐ Normally I'm a passenger
- ☐ A little of both

**3. How long have you been casual carpooling?**

- ☐ Less than 1 year
- ☐ 1-2 years
- ☐ 3-5 years
- ☐ 6-9 years
- ☐ 10 years +

**4. How did you normally commute to work/school before you started casual carpooling?**

- ☐ Drove alone
- ☐ Drove with one other person
- ☐ BART
- ☒ AC Transit
- ☐ Ferry
- ☐ Formal carpool (3+ people)
- ☐ Always casual carpooled
- ☐ Lived someplace else
- ☐ Other:

**5. What is the main reason you casual carpool?**

- ☐ Save time
- ☐ More flexible than other options
- ☐ Reduce traffic congestion
- ☐ Save money
- ☐ More pleasant than other options
- ☐ Transit too crowded/unreliable/infrequent
- ☐ Other:

**6. How do you normally get home?**

- ☐ Drive alone
- ☐ Drive with one other person
- ☐ BART
- ☐ AC Transit
- ☐ Ferry
- ☐ Formal carpool (3+ people)
- ☐ Casual carpool
- ☐ Other:

**7. Have you casual carpoled home from the Beale Street loading zone in San Francisco?**

- ☐ Yes
- ☐ No
- ☐ Tried but couldn't get a ride
- ☐ Tried but couldn't get passengers
- ☐ Not aware that there was a way to casual carpool home
- ☐ Other:

**8. How far is it from your home to the location where you meet your casual carpool?**

- ☐ 1-3 blocks
- ☐ 4-10 blocks
- ☐ 1-5 miles
- ☐ More than 5 miles

**9. How do you get to your casual carpool pick-up spot? (passengers only)**

- ☐ Drive alone and park
- ☐ Walk
- ☐ Dropped off
- ☐ Bicycle
- ☐ BART
- ☐ Carpool and park
- ☐ Bus
- ☐ Other:

**10. If you normally drive, would you do so even if you could not pick up passengers?**

- ☐ Yes, everyday
- ☐ Yes, occasionally
- ☐ Yes, rarely
- ☐ Don't know
- ☐ No, never would drive

**11. If you are a passenger, how would you get to work/school if you couldn't casual carpool?**

- ☐ Drive alone
- ☐ Formal carpool
- ☐ AC Transit
- ☐ BART
- ☐ Ferry
- ☐ Other:

**12. When the \$2.50 Carpool Toll goes into effect (July 1, 2010), I will...? (choose up to 2 answers)****Drivers:**

- ☐ Continue taking casual carpoolers
- ☐ Continue driving but by myself (no passengers)
- ☐ Start a formal carpool
- ☐ Take transit
- ☐ Become a casual carpool passenger
- ☐ Other:

**Passengers:**

- ☐ Continue taking casual carpool
- ☐ Start a formal carpool
- ☐ Take transit
- ☐ Start driving myself
- ☐ Other:

**13. How will you share the new toll? (choose up to 2 answers)****Drivers:**

- ☐ Require payment/tell people my price before they get in the car
- ☐ Take whatever passengers give me
- ☐ Won't take payment from others
- ☐ other:

**Passengers:**

- ☐ Won't pay/won't ride with a driver that requires payment
- ☐ Pay whatever the driver asks
- ☐ Pay whatever the other passenger pays
- ☐ Tell the driver what I am willing to pay before I get in the car
- ☐ other:

**14. 511 Rideshare is considering developing a service (similar to casual carpooling) that would match you with others for the purposes of carpooling with very little advanced arrangements. You could receive real-time notices about your matches via email/text message on your pda/iphone/blackberry/computer, allowing you to pick up or be picked up at home or another location near home. This service could be used for more than just commute or work-related trips. How likely would you be to try a service like this?**

- ☐ Definitely
- ☐ Very Likely
- ☐ Likely
- ☐ Maybe
- ☐ Not Likely
- ☐ Definitely Not

**14A. If definitely, very likely, or maybe, why? (check all that apply)**

- ☐ As a rider, it would be more convenient because I could be picked up at my house
- ☐ Unlike casual carpooling, I would know before I left my house in the morning who I would be riding with
- ☐ It would be more flexible because I could use the service at any time of the day - not just in the commute hours
- ☐ It would allow more flexibility in my schedule
- ☐ Other:

**14B. If not likely, or definitely not, why not? (check all that apply)**

- ☐ I would prefer to meet the driver/passenger in person before deciding to ride with him/her
- ☐ Seems too complicated
- ☐ I would not want to look for drivers/passengers in the morning while getting ready for work
- ☐ I would want to be sure I could get a ride home
- ☐ Other:

**15. What is your home zip code?****What is your work zip code?****16. Your casual carpool location:**

Thank you for completing the questionnaire. Additional comments and suggestions for improving commute options can be made in the box below or emailed to [survey@rideshare.511.org](mailto:survey@rideshare.511.org)

Click here to finish



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## Appendix 2 – Map of Casual Carpool Survey Sites



## Appendix 3 – Counts in 15-minute Increments

## Casual Carpool Counts - April/May 2010

AM	1 Fruitvale/Montana	2 Claremont/Hudson	3 Pierce Street	4 Vallejo P&R	5 Lafayette BART	6 College/Claremont
6:00-6:15	4	0	1	32	2	0
6:15-6:30	3	1	1	25	2	0
6:30-6:45	3	3	1	37	6	0
6:45-7:00	7	8	6	31	5	3
7:00-7:15	10	8	13	30	10	5
7:15-7:30	16	9	10	31	15	9
7:30-7:45	17	10	7	20	8	15
7:45-8:00	15	16	14	19	12	8
8:00-8:15	24	33	11	13	8	15
8:15-8:30	20	25	11	10	10	13
8:30-8:45	13	20	8	7	2	10
8:45-9:00	10	19	2	8	2	15
Total 2010	142	152	85	263	82	93
Total 1998	94	165	141	170	87	152
% Change	51%	-8%	-40%	55%	-6%	-39%

AM	7 Lakeshore/Grand	8 N. Berkeley BART - Downtown	8 N. Berkeley BART - Civic	8 N. Berkeley BART - Combinieo	9 Park/Hollywood	10 Orinda BART
6:00-6:15	4	1	0	1	0	3
6:15-6:30	3	2	0	2	1	5
6:30-6:45	6	2	1	3	4	5
6:45-7:00	10	10	4	14	3	5
7:00-7:15	15	9	2	11	4	9
7:15-7:30	22	20	4	24	10	11
7:30-7:45	27	20	7	27	10	8
7:45-8:00	25	21	7	28	11	15
8:00-8:15	33	28	7	35	12	14
8:15-8:30	40	31	11	42	11	12
8:30-8:45	24	28	5	33	9	9
8:45-9:00	19	20	4	24	9	5
Total 2010	228	192	52	244	84	101
Total 1998	261	NA	NA	279	143	155
% Change	-13%	NA	NA	-13%	-41%	-35%

## Casual Carpool Counts - April/May 2010 (continued)

AM	11 El Cerrito Del Norte BART	12 Hercules P&R	14 Fairfield	Total	1 hr totals
6:00-6:15	15	16	10	88	
6:15-6:30	18	15	10	86	
6:30-6:45	26	9	14	117	
6:45-7:00	16	15	11	134	425
7:00-7:15	16	21	6	158	495
7:15-7:30	35	14	3	209	618
7:30-7:45	16	12	5	182	683
7:45-8:00	25	8	4	200	749
8:00-8:15	18	11	7	234	825
8:15-8:30	20	8	1	223	839 Peak 7:30-8:30
8:30-8:45	10	3	NA	148	805
8:45-9:00	9	9	NA	131	736
Total 2010	224	141	71	1910	
Total 1998	314	156	NA	2117	
% Change	-29%	-10%	NA	-10%	

## Casual Carpool Counts - April/May 2010 (continued)

PM	13 Beale St - North Berkeley BART/Del Norte BART	13 Beale St - Orinda/Lafayette	13 Beale St - Walnut Creek/Pleasant Hill/Concord	13 Beale St - Oakland Claremont	13 Beale St - Vallejo
4:00-4:15	2	0	0	1	222
4:15-4:30	4	0	0	0	26
4:30-4:45	4	0	0	0	13
4:45-5:00	5	0	0	0	18
5:00-5:15	3	0	0	0	23
5:15-5:30	1	0	0	0	24
5:30-5:45	4	0	0	0	23
5:45-5:00	3	0	0	0	27
Total 2010	26	0	0	1	376
Total 1998	NA	NA	NA	NA	NA
% Change	NA	NA	NA	NA	NA

PM	13 Beale St - Hercules	13 Beale St - Richmond Pkwy	13 Beale St - Fairfield/Suisun	1 hr totals
4:00-4:15	9	6	6	246
4:15-4:30	9	7	11	57
4:30-4:45	7	5	4	33
4:45-5:00	5	5	9	42
5:00-5:15	8	9	11	54
5:15-5:30	1	11	7	44
5:30-5:45	5	6	3	41
5:45-5:00	4	5	2	41
Total 2010	48	54	53	558
Total 1998	NA	NA	NA	187
% Change	NA	NA	NA	198%

Peak 4:00-5:00

## Appendix 4 – Write-In Responses – “Other” and General Comments

The survey was created with a number of questions that had the possible answer of “Other” available along with blank spaces for respondents to add comments. The responses to the open-ended comments are listed below. The comments shown in this Appendix are taken from the 100 surveys completed online.

### **Q4: How did you normally commute to work/school before you started casual carpooling?**

Other:

- family of three drove to SF
- Greyhound QuickLink
- mode has depended on location of job
- Westcat Lynx
- WestCAT Lynx to SF Transbay terminal and Muni M line
- worked in the North Bay
- Worked someplace else.

### **Q5: What is the main reason you casual carpool?**

- Other:
- 50/50 between saving time & saving money
- all of the above
- Don't spend money
- improve air quality
- Often miss the last AC Transit bus at 8:30. Carpool rides are usually available until 9.
- Require automobile at work

### **Q6: How do you normally get home**

Other:

- half time I drive alone- half time with one other person
- Lynx
- LYNX
- Lynx bus to Hercules
- muni and AC transit
- WestCAT and Muni

**Q7: Have you casual carpooled home from Beale Street loading zone in San Francisco?**

Other:

- Could someone PLEASE tell them to place the Grand/Lakeshore sign back at street-side and facing the drivers! PLEASE!!
- Doesn't go to Lake Merritt area
- when I used to live in Hercules

**Q9: How did you get to your casual carpool pick-up spot?**

Other:

- In a carpool. We pick up riders when we need to.

**Q11: If you are a passenger, how would you get to work/school if you couldn't casual carpool?**

Other:

- AC transit and muni
- BUS
- Lynx
- Lynx bus
- not sure, but probably a combo of ferry and BART
- Sometimes BART & sometimes Ferry
- WestCAT and Muni
- Westcat Lynx

**Q12, Drivers: When the \$2.50 Carpool Toll goes into effect (July1, 2010), I will...?  
(choose up to 2 answers)**

Other:

- BART more often
- continue to pick up carpoolers but charge a \$1/person
- Not not be happy at paying \$2.50
- Protest the new carpool toll, which I believe is utterly absurd. The Bay Area is supposedly at the vanguard of sustainability and adding a charge for carpooling when it was previously free is outrageous. I have no sympathy for those responsible for the bridge cost overruns and that fact that we now have to pay for their lack of responsibility is maddening.

**Q12, Passengers: When the \$2.50 Carpool Toll goes into effect (July1, 2010), I will...?**  
(choose up to 2 answers)

Other:

- continue in my formal carpool
- Gripe about having to pay since it's always been free
- if there are drivers
- Not sure

**Q13, Drivers: How will you share the new toll? (choose up to 2 answers)**

Other:

- collect 1/2 and 1/2 if I take two passengers

**Q13, Passengers: How will you share the new toll? (choose up to 2 answers)**

Other:

- chip in \$1 for the toll
- dont know
- dunno yet
- I am hoping that a "rule" soon establishes itself
- I envision 2 lines: one paying (shorter line), the other nonpaying (longer line). Depending on when I need to get to work and length of lines will determine which line I choose.
- I think the driver should pay
- If driver(s) take payment from riders that means s/he agrees to pay liability just in case of an accident occurs.
- Offer \$1
- offer to pay \$1
- pay \$1
- Pay \$1
- pay \$2.50 divided by the amount of people including driver
- Pay the 2.50 or 1/2 if we are two people getting a ride
- Pay up to \$1 only if I have to
- Pay upto \$1 to make things simple if needed
- See what going rate is, then decide whether to use transit.

- Split the \$2.50 toll with the other passenger. (Pay \$1.25 to the driver).
- up to \$1
- we'll work it out
- will give the driver \$1.00
- Will pay \$1 at end of ride if satisfied w/driver

**Q14A: If definitely, very likely, likely, or maybe, why? (check all that apply)**

Other:

- another option to try
- confirm passengers, sometimes wait time can be 10-15 min
- Depends on Transit options home from SF.
- Don't have to deal with payment awkwardness
- I don't think a technology solution is really needed. The old system worked great. But I would try it out just to see.
- I'm still unclear how it would work.
- possibly more clarity around expectations for payment
- Prepare you for whether or not you'd have to pay the toll yourself entirely or not due to if people were riding with you.
- Reluctantly. Casual carpool already works just fine. You're ruining it.
- why not?

**Q14B: If not likely or definitely not, why not? (check all that apply)**

Other:

- don't use a portable device
- don't want driver to know where I live
- flexibility
- Hesitant to have the driver know where I live.
- I believe casual carpoolers will be able to work out this issue easily
- I like the routine of going to the same place every morning.
- I need more flexibility to accomodate school drop off hours. Also, this option wouldn't save me any money.



- I value the flexibility of my schedule. BART leaves every 6 minutes
- I would like to use the service to try to get a ride back to oakland in the evening.
- I wouldn't want to compete with Casual Carpool.
- It's just easier for me to pick up riders. I don't want to be on a schedule to pick someone up at a designated time.
- no cell phone
- Not sure how good your system would function/perform, so can't really comment.
- Risk / safety issues
- security concerns with random strangers knowing my home address
- seems like it would take too long. Casual carpool is simple.
- Sounds a little sketchier than fixed pickup point
- the current methods works great for me. no need to change it.
- Current casual carpool arrangements are adequate for my needs
- This is asking for trouble. Potentially giving crazy people the home address location of passengers. This is social networking gone haywire. Give it up. The unofficial casual carpool system of the past 20 years has worked beautifully. Don't fuck it up.
- Too hard to keep it up to date

Respondents were asked to provide suggestions for improving commute options. Comments received from the 100 on-line responses are listed below.

**Additional comments and suggestions for improving commute options can be made in the box below or emailed to [survey@rideshare.511.org](mailto:survey@rideshare.511.org).**

- \$2.00 carpool toll is more reasonable. It sounds like all cars will be required to get FAST TRAK to make sure other days they have to pick-up carpool to make sure they have FAST TRAK, otherwise they can't go carpool. It will create more traffic.
- Annoying that you're thinking of building something when something already exists that works.

- Casual Carpool has been around for decades. If it survives the fees, I hope 511.org will try and support it rather than competing with it. If Casual Carpool falls apart, then I think this is a great idea as an alternative.
- Casual carpool works and it is a way for people to communicate on our own without additional support. Please let it be.
- Charging carpool toll adds unnecessary complication and slows down the process of picking up passengers and getting on with the traffic. Carpool is voluntary, so no enforceable action can be made to effectively deal with different payment arrangement.
- Fastrak users should receive a small level of discounted pricing and 80% tag only lanes. (See EZ Pass in New York)
- I am concerned that if passengers pay (which I believe is what should happen), some govt. agency or a transportation dept. will claim that the cars would now be a taxis or buses and would require a license. That would be the end of casual carpool.
- I fear that this new toll will be the end of the casual carpool. I wish they would reconsider it.
- I have a monthly Transbay bus pass. That is a fixed cost. So I do not like the idea of paying an incremental cost to carpool drivers. I believe the driver receives the main benefit of time saved. If I don't want to ride, I can just take the bus.
- I like the flexibility and casualness of the current system, but an innovative alternative might be a consideration. I'd be reluctant to be tied to a more formal carpool arrangement, in many ways it would be more awkward.
- I really believe there are two camps: (1) driver wanting to get paid \$1 per passenger, passenger willing to pay \$1, and (2) driver that doesn't want to get paid, passenger not willing to pay. Just form two lines and the problem is solved.
- i think it is a travesty that Bata made this decision. If there is any way at all to protest or make them rescind this idiotic decision i want to participate!!
- I would like to suggest Willow Ave. park & ride at Rodeo as another casual carpool pickup point for Hercules.
- Increase frequency of Bay Point BART trains. Add a third BART set of rails for express trains and maintenance. Expand BART to 680 corridor.
- It would be useful if an official organization provided guidelines for handling this fee. I don't want to haggle over payments every morning to get to work. If I find that I have to have discussion over payments with every driver, I will eventually get dr
- Keep up the good work California - casual carpool gives me hope for the human race... there is a need, casual carpool addresses it with a minimum of fuss... :-)
- riders pitch in \$1, everybody wins. it's still a good arrangement.
- Thanks for doing this

- The \$2.50 toll on carpools should be removed. A reduced \$2.50 toll is less of an incentive to carpool than a free toll. Casual carpool works because it's organic - now with this intervention, I hope this valuable service to the people does not diminish.
- The SF/Bay Area's public transportation can be improved but cutting the services and raising the fare, is not the way to do it.
- We have been trying to figure out how to use twitter to notify drivers at Hudson there are riders at Claremont/College. We've tested a few, but haven't posted instructions yet because it's not easy enough
- Would be interested in seeing compiled results of survey. Can be contacted at \*\*\*@sbcglobal.net. Thanks!

**Additional comments sent to survey@rideshare.511.org:**

Hello,

I'm emailing about the casual carpool survey that was handed out this morning. First I'd like to say thanks for taking the time to ask casual carpoolers their opinion before the upcoming toll change. I wanted to make a comment on question 14, which says "511 Rideshare is considering developing a service (similar to casual carpooling)...", and goes on to describe matching and email updates, etc. The fact that there will be matching of any kind makes it very *dissimilar* to casual carpooling. I think it's important to realize that one of the major benefits of the casual carpool system is that there is no matching of riders to vehicles, other than the pickup location. What this does is reduce every individual's wait time, and maybe more importantly, their risk of missing their ride or being significantly late. For example, suppose Alan and Bill are to pick up Sean and Tom. If you force Alan to pick up Sean, and Bill to pick up Tom, then there is a risk that Alan and Tom will both be late. In this case Bill and Sean, who are on time, are left to both wait even though if they went with each other they could go immediately. In the case where only one rider, or only one driver is late, someone would be waiting in either the matched or the casual carpool scenario. This is essentially what the casual carpool does; reduce the time wasted by having a driver and a rider both waiting at the same time. This is a fundamental principle that no amount of email updating or text message iPhone scheduling can recreate. A side benefit is that there are no sour feelings if this or that person is late, because there is a vast pool of cars and riders, each willing to help the other. One person can be late, and the system will not experience any adverse effects. Anyway, just thought I would try to make your organization aware of this point, so hopefully you will understand why you may not receive a lot of support for match/schedule based carpooling services from casual carpool riders.

Sincerely,

Greg M\*\*\*

\*\*\*\*\*

Hello,

I hope this email reaches the correct department. I'm a daily casual commuter (Vallejo to SF), and had always wondered if there is already a study done on the impact of the number passengers to a carpool driver's insurance costs. Basically, what are the costs and risks imposed on a driver, when a driver takes a certain number of passengers. Usually, drivers prefer to take 2 passengers, instead of 3. I'm not sure if this is just because they are claustrophobic and need personal space, or if they fear increased risks associated with insurance costs should they get into an accident. Another computation that should be made is the impact of 4 total passengers (including the driver) on the gas usage.

I know it's the personal choice of the driver whether or not to take 2 or 3 passengers during the casual carpool, but I think that a thorough study would help dispell any myths (if a myth) regarding the impact of the number of passengers in a driver's car. Logic would have it that having more people in a car during the casual commute would cut down the lines and perhaps lessen the amount of cars and or open up congestion lines?

Thank you,

Anna A\*\*\*

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